



Powered by UFED

Insecrets Offline UFED

User Manual

April 2024 | Version 10.2

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Warnings

FCC WARNING: This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Contents

1. Introduction	6
1.1. Document Scope	6
1.2. System Requirements	6
1.3. Inseyets Offline UFED Application Installation	8
2. Application Usage	13
2.1. General Flow	13
2.2. Turbo Link Preparation	14
2.3. Access	15
2.4. Cellebrite (CLB) Mode	15
2.5. Quick Insights	16
2.6. Streamline	17
2.7. Triage	20
3. Android Flow	23
3.1. Android Unlocked Flow	23
3.2. Android Extraction Options	26
4. iOS Flow	27
4.1. iOS Unlocked Flow	27
4.2. iOS Extraction Options	31
5. UFED	32
6. Upgrading	33
7. Settings	34

7.1. System Tab	34
7.2. Version Tabs	35
7.3. Activity Log	35
7.4. License Tab	35
7.5. Commander Tab	36
8. Support and Troubleshooting	37
8.1. Supported Devices	37
8.1.1. From the Application	37
8.1.2. From the MyCellebrite Community Portal	37
8.2. Getting Support	38
8.2.1. From the Application	38
8.2.2. Through the MyCellebrite Portal	40
8.3. Exporting Logs	40
8.4. Turbo Link LED Indicators	41

1. Introduction

Cellebrite Inseyets Offline UFED combines Cellebrite access and extraction technologies to deliver increased efficiency and power for mobile forensic investigations.

Inseyets Offline UFED is available with the new Turbo Link adapter. Both the Inseyets Offline UFED software and the Turbo Link hardware are based on Cellebrite's newest technology.

Cellebrite Inseyets Offline UFED, lets you perform full file system and physical extractions in an easy way that was not previously available. These extractions are the richest types of extractions possible. They can access highly protected areas such as third-party application data in both Android and iOS, iOS Keychain and Android Keystore data needed for decrypting encrypted applications. You will also have access to data stored in Android secured containers.

Cellebrite Inseyets Offline UFED also enables you to recover passcodes and unlock the latest Android and Apple devices.

1.1. Document Scope

This user manual is a concise guide that explains how to install and operate Inseyets Offline UFED.

1.2. System Requirements

The following table indicates minimum and recommended system requirements. Where applicable, requirements for using Triage capabilities are also indicated.

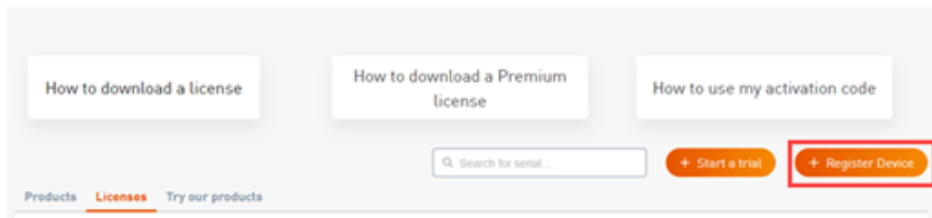
Component	Description
PC	<p>Minimum: Windows compatible PC with Intel i5 or compatible running 1.9 GHz or higher, 4 Cores</p> <p>Triage:</p> <p>Minimum: Windows compatible PC with Intel i5 or compatible running 1.9 GHz or higher, 4 Cores</p> <p>Recommended:</p> <ul style="list-style-type: none"> » 13th Generation Intel® Core™ i9 Processor » 24 total cores » Max Turbo Frequency up to 6.00 GHz » 36 MB Intel smart cache
Operating System	<ul style="list-style-type: none"> » Microsoft Windows 11, 64-bit » Microsoft Windows 10, 64-bit
Memory (Ram)	<ul style="list-style-type: none"> » Minimum: 16 GB » Recommended: 32 GB <p>Triage:</p> <ul style="list-style-type: none"> » Minimum: 32 GB » Recommended: 64 GB
Internal storage requirement	<p>150 GB of free disk space for installation</p> <p>Triage:</p> <ul style="list-style-type: none"> » Minimum: 250 GB » Recommended: 500 GB
Network	<ul style="list-style-type: none"> » Minimum: 15MB/s » Recommended: 100MB
External ports	443

Component	Description
Internal ports	One port is required from each of the following ranges: 35100-35500, 55100-55500, 2001-2010,20100-20900, 15002-15011 Triage: One port is required from the following range: 5000-5010
Permissions	Administrator rights are only required for installing the application.

1.3. Inseyets Offline UFED Application Installation

To install the Inseyets Offline UFED online application, do the following:

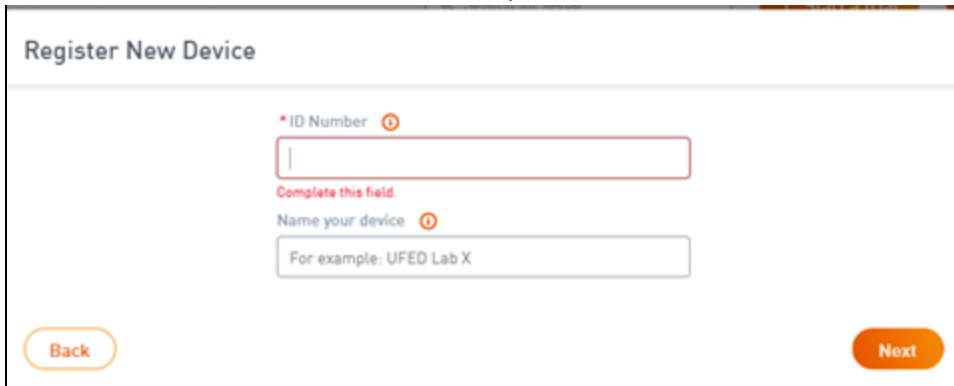
1. Log in to MyCellebrite (<https://community.cellebrite.com/>). If you do not have a MyCellebrite account, please sign up for one.
2. Inseyets Offline UFED requires a MAX dongle type. If you haven't verified it yet, please refer to the article [How to Check Your Dongle Type](#).
3. If your dongle is already registered, skip to step 6.
If your dongle is not registered yet, go to **Products & Licenses** and click **Register Device**.



4. Type in your Serial Number and click **Next**.
(The serial number and dongle ID are usually found attached to the license dongle itself. The serial number, dongle ID, and dongle type, are also displayed in the license loader message window when you connect the dongle to the USB port.)

 A screenshot of the 'Register New Device' form. The title 'Register New Device' is at the top. Below it is a text input field with a red asterisk and the label '* Serial Number or PC Activation Code' followed by a help icon. The input field is empty. At the bottom right of the form is an orange button labeled 'Next'.

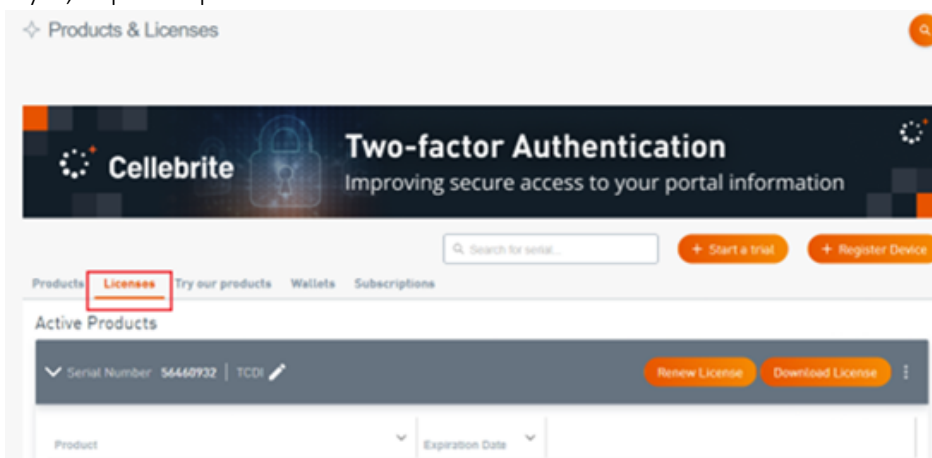
5. Type in your dongle **ID Number** and **Name your device**. Click **Next**.



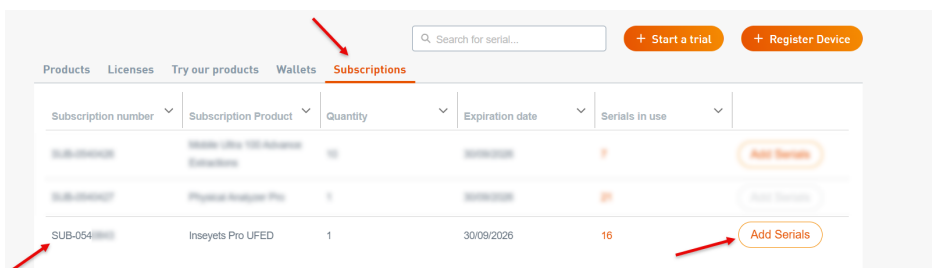
The 'Register New Device' form contains two input fields. The first field is labeled '* ID Number' with a red asterisk and a help icon. Below it is a red error message 'Complete this field.' The second field is labeled 'Name your device' with a help icon and contains the placeholder text 'For example: UFED Lab X'. At the bottom are 'Back' and 'Next' buttons.

6. Go to **Products & Licenses** tab and under the **License** tab, identify your dongle serial number. Verify if your dongle contains the Inseyets Offline UFED license.

If yes, skip to step 8.



7. Under the **Products & Licenses** tab, click the **Subscriptions** tab and identify your **Subscription number**. Then click **Add Serials**. You will be prompted to select from the list of serial numbers. Select the relevant serial numbers you want to associate with the Inseyets Offline UFED.

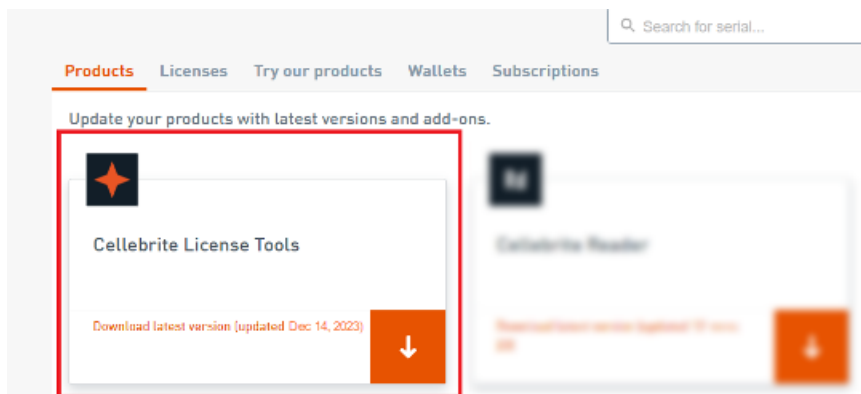


The screenshot shows the 'Subscriptions' tab selected. A table lists subscriptions with columns for Subscription number, Subscription Product, Quantity, Expiration date, and Serials in use. The third row is highlighted, showing 'SUB-0541800', 'Inseyets Pro UFED', '1', '30/09/2026', and '16'. Red arrows point to the 'Subscriptions' tab, the subscription number, and the 'Add Serials' button.

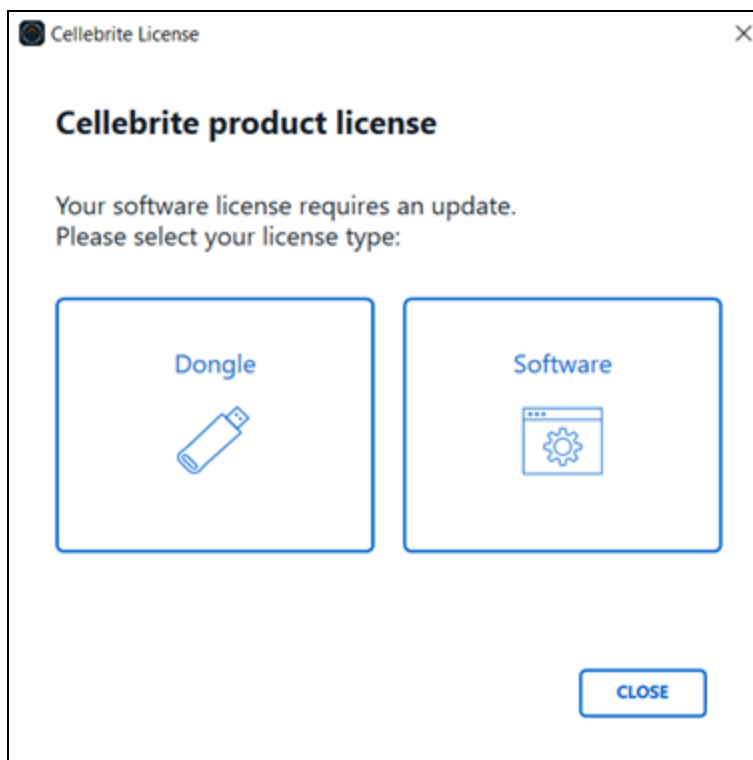
Subscription number	Subscription Product	Quantity	Expiration date	Serials in use	
SUB-0541800	Inseyets Pro UFED	1	30/09/2026	16	Add Serials

If the Subscriptions tab is not displayed, please reach out to your Sales representative or our Technical Customer Support team.

8. Download and install **Cellebrite License Tools**.



9. Connect your license dongle and launch the Cellebrite License Tool.
Select your license type; **Dongle** or **Software**.



Verify that your dongle is connected, and the serial number appears under **Dongle serial ID** and click **Activate**.

Cellebrite License

Cellebrite product license

1. Generate C2V file

Click generate to create computer ID file (*.C2V)

GENERATE

2. Upload C2V file

Go to MyCellebrite and upload the (*.C2V) file
community.cellebrite.com

3. Load license file

Load the file (*.zip) received from MyCellebrite

LOAD

Online Activation

Dongle serial ID *

ACTIVATE

BACK

- » If the activation succeeded, continue with Step 10.
- » If the activation failed, proceed with the manual activation, performing Steps a to f.

- a. In the **Cellebrite License Tool**, click **Generate** and save the .C2V file.
- b. In MyCellebrite , select the **Licenses** tab, and click **Download License**.

Products **Licenses** Try our products Wallets Subscriptions

Active Products

> Serial Number 7389455945TestAsset | Add Name

Download License

- c. Upload the .C2V file and click **Submit**.

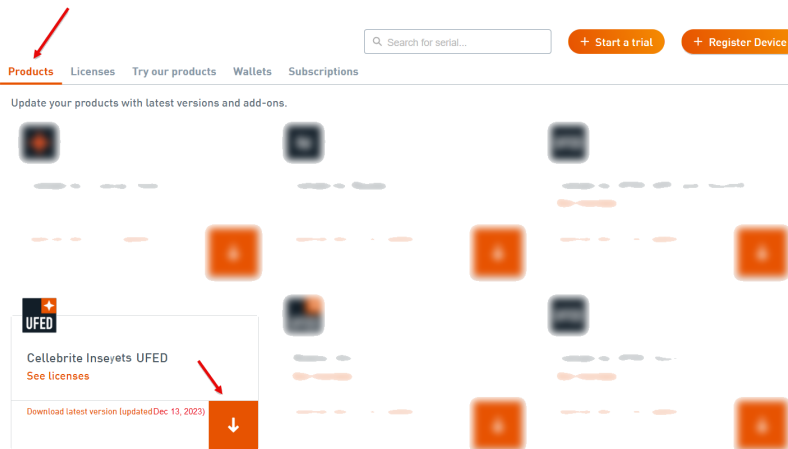
Download License

Upload c2v file

Cancel **Submit**

- d. The license file (*.zip file) will be automatically downloaded to your Downloads folder on your PC.

- e. Return to the Cellebrite License Tool and in the Cellebrite License dialog click **Load**.
 - f. Select the license file and your license will be activated.
10. Go to the **Products** tab and download the **Inseyets Offline UFED** application.

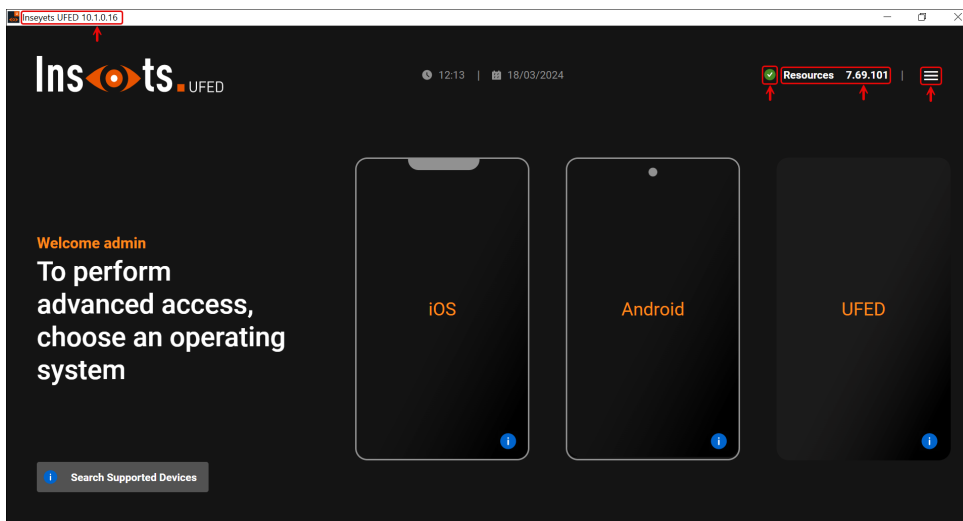


11. Install and launch the Inseyets Offline UFED application. You are now ready to start using Inseyets Offline UFED.

2. Application Usage

The Home screen displays the following options and information:

- » iOS, Android, and UFED
- » The options icon at the top right corner (for accessing Settings, Help, and Support)
- » The version number of the application
- » The version number of the Resources package
- » Resource connection indicator (Green circle with checkmark for an established connection or red circle with X for no connection)



2.1. General Flow

The general workflow is as follows:

1. Open the Inseyets Offline UFED application.
2. Select the device type.
3. Connect the Turbo Link to the DC power source and to your computer and turn on the Turbo Link.
4. Turbo Link initializes and begins the preparation steps.
5. Turbo Link downloads the relevant resource packages for gaining access to the device.
6. Connect the device under investigation to the Turbo Link.
7. Select the relevant required action, such as Full File System (FFS) extraction.

2.2. Turbo Link Preparation

The Turbo Link adapter is a hardware unit that is designed to gain access to the device under investigation and transfer the data stored on the device to your computer.

Turbo Link must be connected to the following:

- » A DC power supply
- » Your computer with a USB cable
- » The device under investigation

The DC power supply and the cables are provided with the Turbo Link.

To set up the Turbo Link do the following:

1. Connect the Turbo Link to your computer using the USB cable.
2. Connect the Turbo Link to the power using the power supply cable and turn on Turbo Link by pressing the **PWR** push button switch.
3. Connect the device to Turbo Link with the appropriate cable.

2.3. Access

The first stage in digital forensic investigations is to gain access to the operating system of the device under investigation.

After the Turbo Link is initialized, it identifies the device, and downloads resources needed to gain access to the device.

There are multiple access methods available to the Turbo Link and it typically tries several methods. The device characteristics determine which method succeeds in gaining access.

2.4. Cellebrite (CLB) Mode

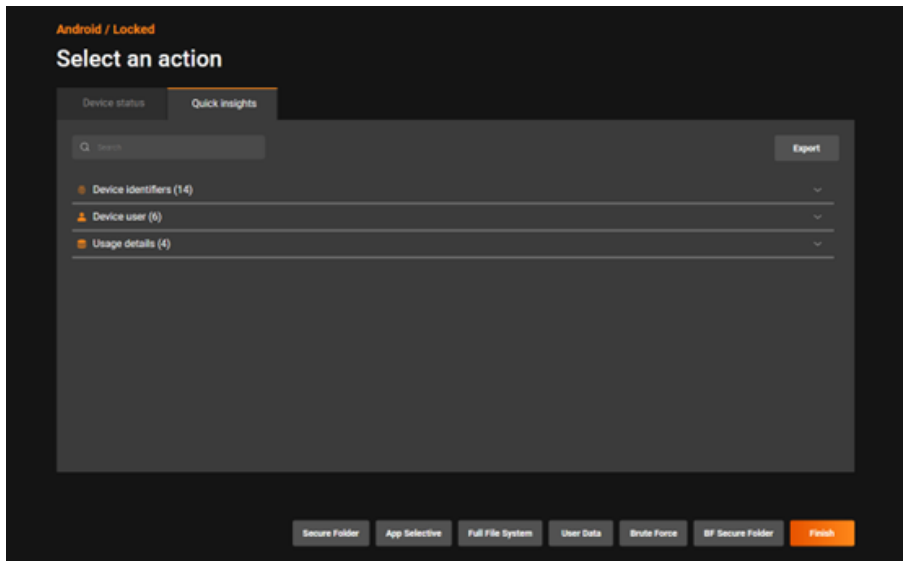
Once access is gained, the user interface will be refreshed, and the device enters Cellebrite (CLB) Mode. Cellebrite Mode is when temporary privileged escalated access to the device has been obtained. The device information screen is updated, and you are presented with several extraction options such as Full File System, Selective, and Secure Container.

2.5. Quick Insights

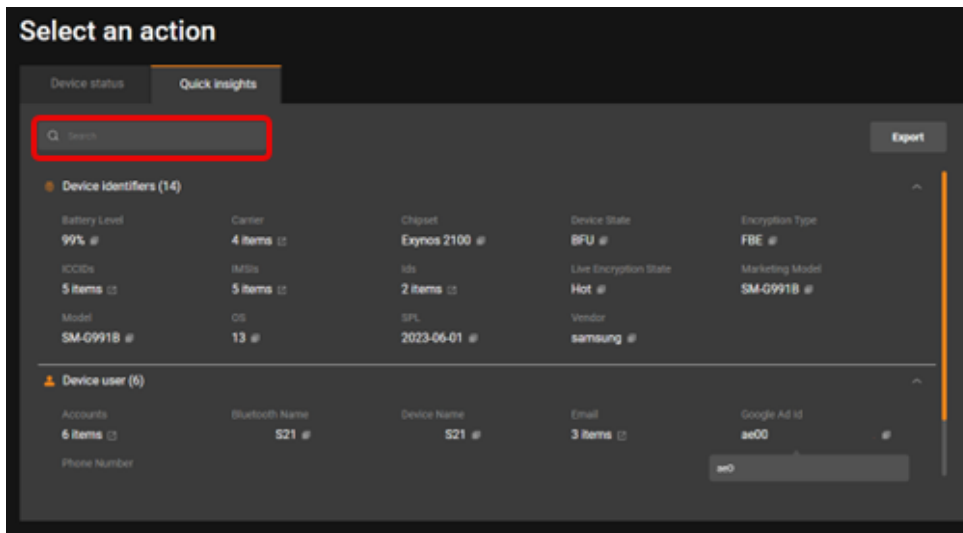
The Quick Insights feature provides device information while the device access is still in process.

You can view the information in the Quick Insights tab, divided into the following categories:

- » **Device identifiers** - includes device hardware information such as IMEI and IMSI.
- » **Device user** - includes account information such as email addresses and AD-ID.
- » **Usage details** - includes installed application names and Wi-Fi connections.



Use the Search function, to search through the available data, or use the Export function, to export the information as a PDF file. Exporting the data saves it to the cases' default extraction location.



2.6. Streamline

The automation between UFED and PA provides a streamlined end-to-end mobile forensic solution, that will help you:

- » Save time to evidence
- » Process more cases
- » Allocate manpower more efficiently

By specifying the key parameters in the workflow in the beginning of the process, you can ensure that the extractions from UFED will automatically be communicated to PA for decoding and reporting.

With this feature, you no longer need to keep checking if the extraction process has completed to know when you can transfer the extraction files to PA. The extraction process is monitored automatically, and when the process is completed, the extraction files are automatically loaded into PA for decoding and reporting.



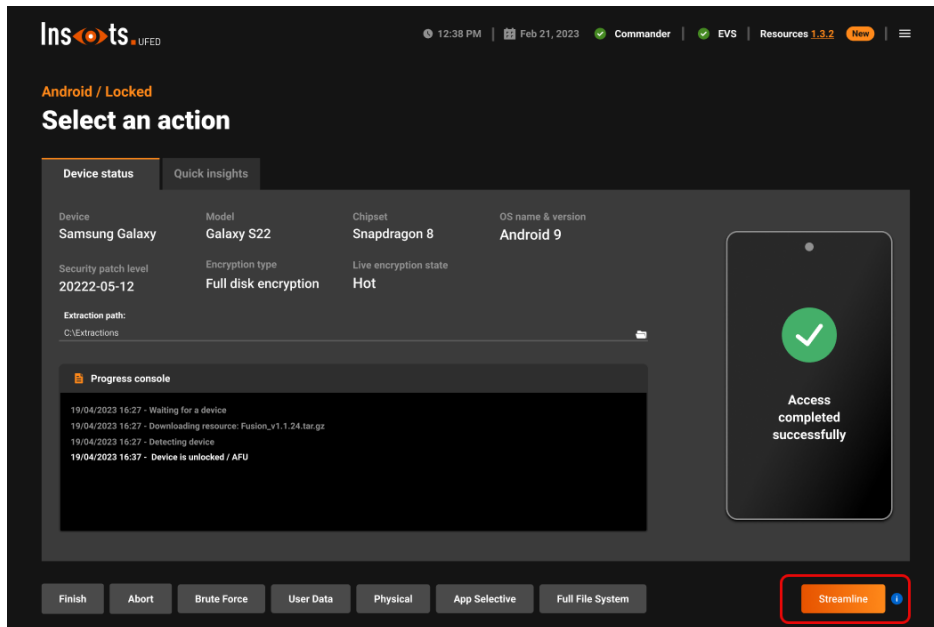
For the first release of this feature only full-file system and file system AFU extractions are supported.

Since the automation feature requires a communication connection between UFED and PA, it is necessary to ensure that the UFED and PA are on the same machine.

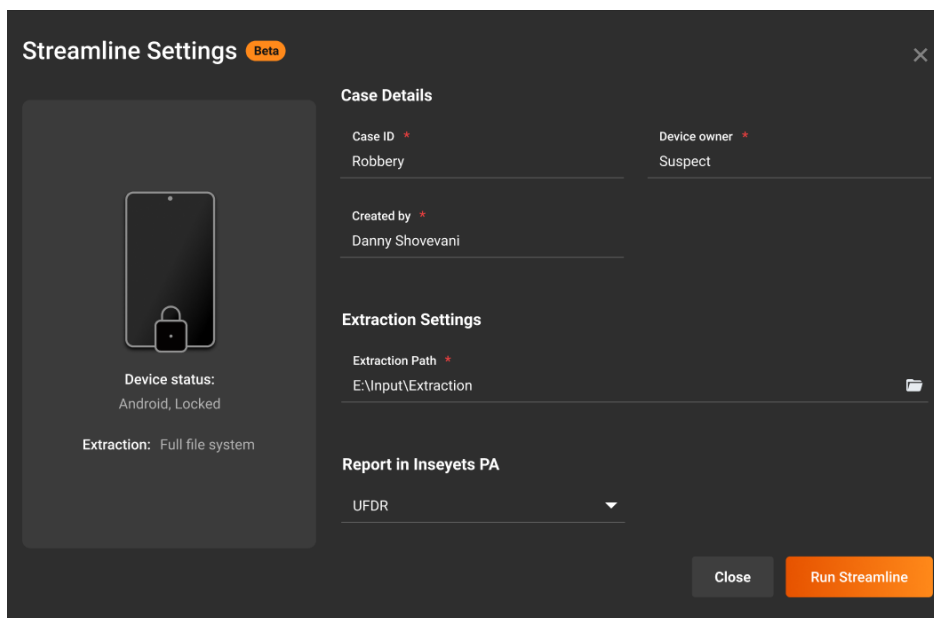
After UFED has completed the extractions from the device, and the process is in Cellebrite (CLB) Mode, the Automation button is displayed next to the various extraction option buttons.

To run Streamline, do the following:

1. When access is successful, click **Streamline**.



The Streamline Settings dialog opens.



2. Enter the following information under Case Details, which are used by Inseets PA to label the data and output report:

- » Case ID
 - » Device owner
 - » Created by
3. Under **Extraction Settings**, for **Extraction Path** enter the path location of the extracted data, from where PA will take the data for decoding. It is also the location where the PA report will be located.
 4. Under **Report in Inseyets PA**, select one of the following report formats:
 - » Decoding Only
 - » UFDR
 - » PDF
 - » Word
 - » Excel
 - » HTML
 - » XML
 - » Relativity Short Message Format (only available with the appropriate PA license)
 - » e-Discovery Load File (only available with the appropriate PA license)
 5. Click **Run Streamline**.

Inseyets PA is notified that an extraction is being processed and then Inseyets PA opens a case with the case details that you specified in the Streamline Settings dialog.

When the extraction is completed, if Inseyets PA is available, the extraction data is loaded and when Inseyets PA is available for decoding, it will begin decoding the extracted data.

2.7. Triage

Cellebrite Triage enables your teams to quickly identify and prioritize digital evidence for determining the most effective course of action. You can leverage Triage to:

- » Access iOS and Android devices.
- » Perform targeted scanning, simultaneous extraction, and decoding of the relevant data types.
- » Maintain privacy by performing on-the-scene analysis by matching relevant metadata types without revealing the content of the data.

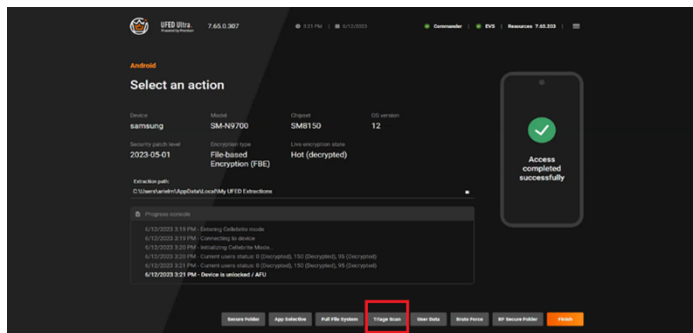
Triage requires a connection between Cellebrite UFED and Cellebrite Commander. In Commander, you can predefine Triage profiles, which contain search criteria and priority settings, that are used for Triage scanning (see the Cellebrite Commander User Manual for details). Once UFED gains access to the device, Triage can initiate scans based on multiple profiles. When search values are found, the results are immediately displayed in the Triage dashboard, while simultaneously initiating extractions and decoding. PDF reports are then generated containing the profile details and device information.

To set up Inseyets Offline UFED for running Triage scans, do the following:

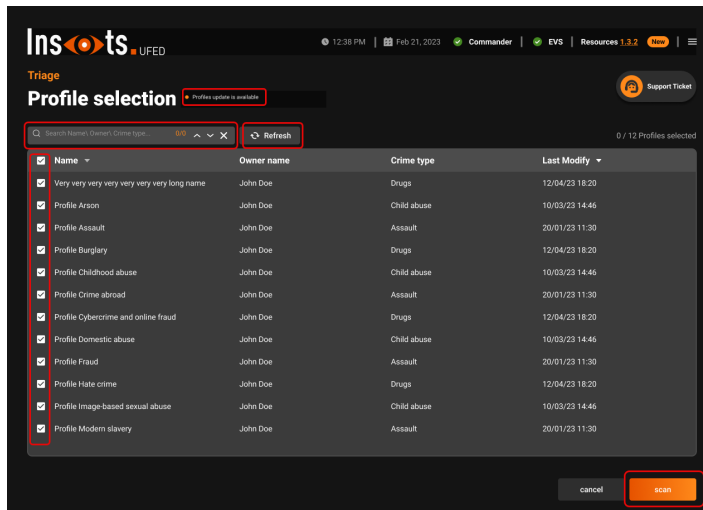
1. Make sure you are connected to Commander.
2. Open Inseyets Offline UFED.
3. Click the options icon in the upper-right corner and select the **Settings** option from the menu.
4. On the **System** tab, check the **Enable Triage Scan** option.
5. On the **Commander** tab, click **Connect** to receive the latest profiles, which you defined in Commander.
6. Click **Save** and exit from Settings.

To run Triage scans in Inseyets Offline UFED, do the following:

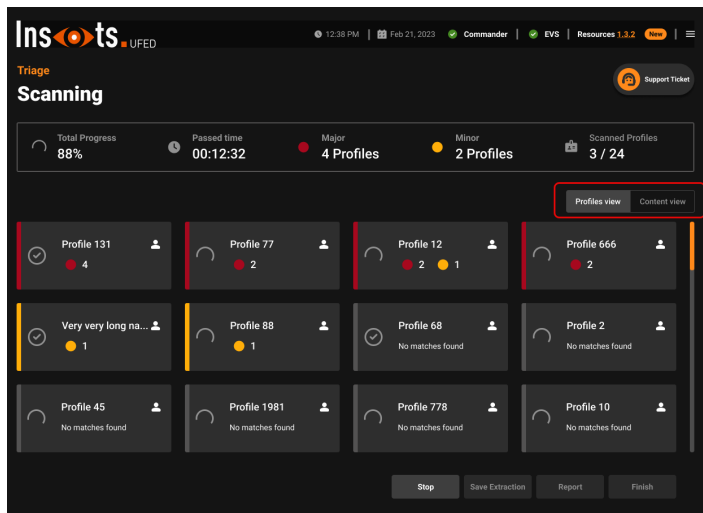
1. Open Inseyets Offline UFED.
2. Select the device type you want to scan.
3. Follow the online instructions to gain access to the device.
4. From CLB mode, select **Triage Scan**.



5. The **Profile selection** screen opens.



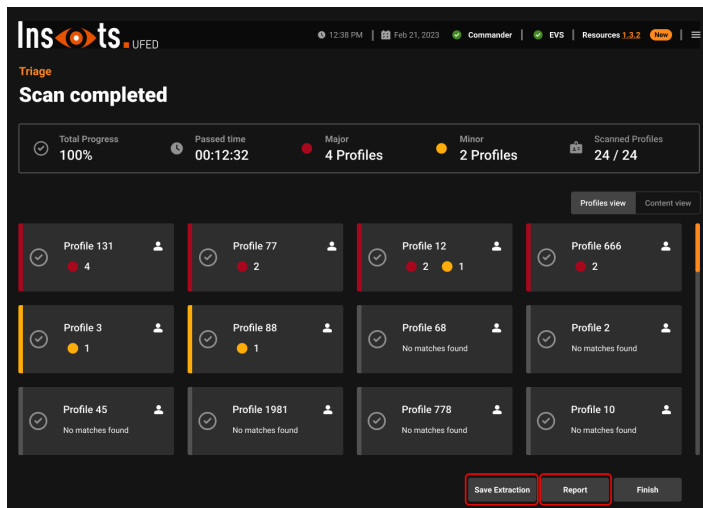
- If there is an orange dot to the left of **Profiles update is available**, click **Refresh** to update the list of profiles. If the dot is green, there is no need to update the list.
 - Select one or more profiles using the checkboxes to the left of the profile names. The predefined profiles will shorten the scan time by focusing on the criteria that are important for your investigation.
 - If necessary, you can quickly locate the profiles you need by entering the profile name or its owner, or the crime type in the search bar.
6. Click **Scan**. The **Scanning** screen opens, displaying the scanning progress.



The following views are available:

- » **Profiles view** - The Profiles view displays the profiles being scanned by Triage. At the end of the process, each profile is marked as **Major**, **Minor**, or **no matches found**.
- » **Content view** - The Content view displays all the content types that were removed from the phone and were not divided into profiles.

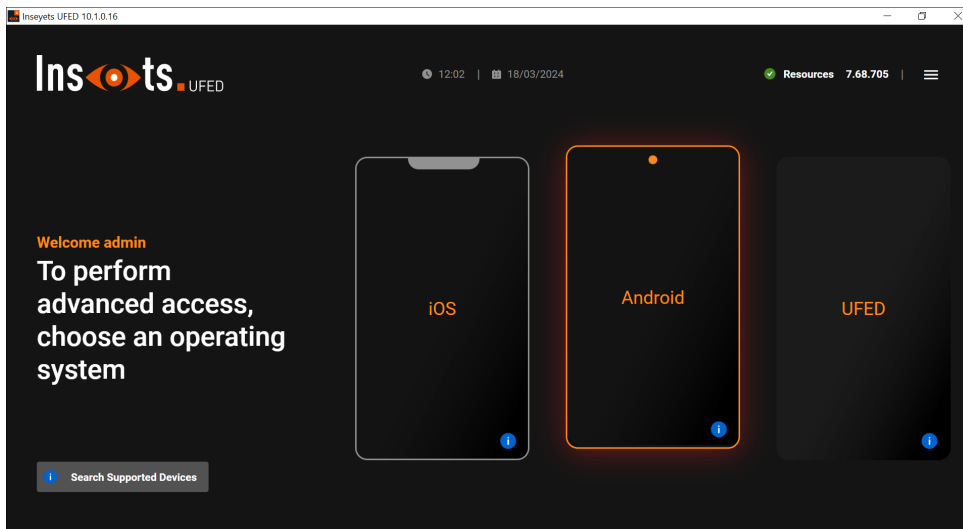
7. When the scanning is finished, the **Scan completed** screen appears.



8. To save the extracted data, click **Save Extraction**. The **Export extraction file location** dialog opens. Enter the path where you want to save the extractions.

3. Android Flow

To begin the Android flow, from the Home screen, select **Android**.

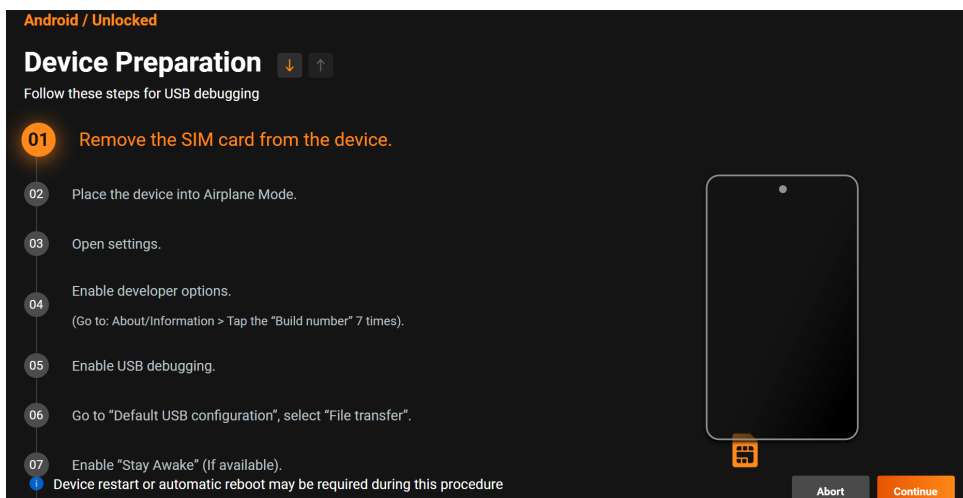


Select **Unlocked** if you know the passcode to the device or no passcode is set.

3.1. Android Unlocked Flow

After selecting **Unlocked**, continue with the following steps.

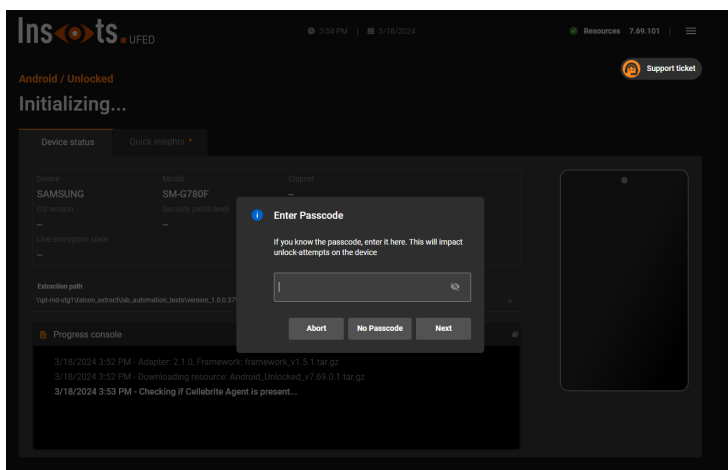
For an unlocked device, prior to starting, enable USB debugging on the device. Inseyets Offline UFED provides you with online instructions on how to do this.



Once this is done, click **Continue** and Inseyets Offline UFED will begin the adapter preparation steps. When you are instructed, connect the mobile device to the adapter.

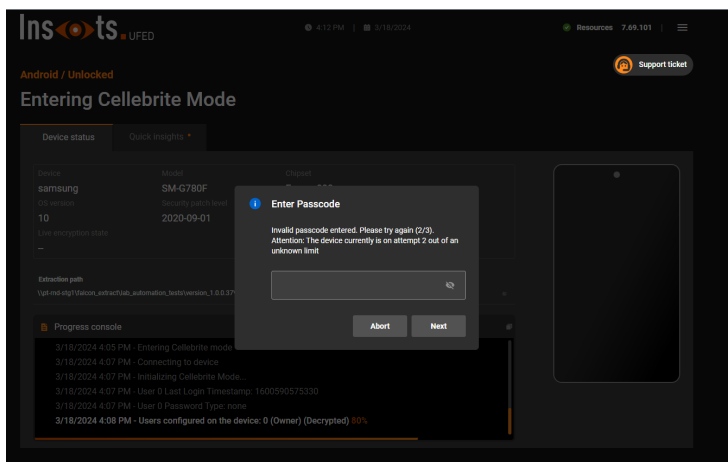
Inseyets Offline UFED will prioritize the Smart Flow access methods first, followed by the regular Android OS Access methods.

The following pop-up is displayed.

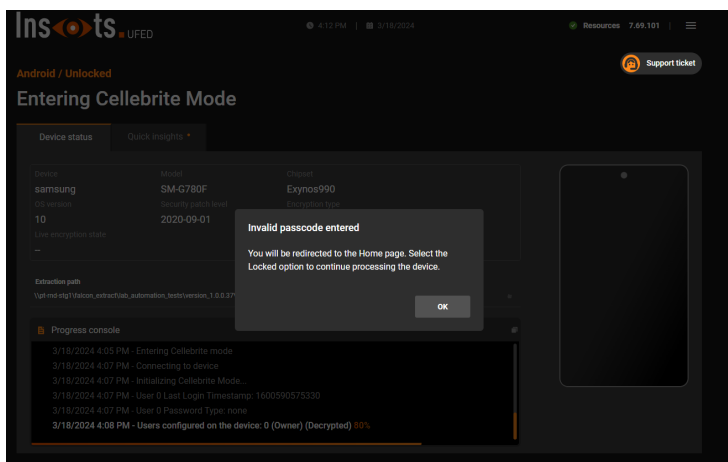


Enter the passcode to verify that you have the correct passcode. You are allowed three attempts before an error message is displayed. For devices with no passcode, click **No Passcode**.

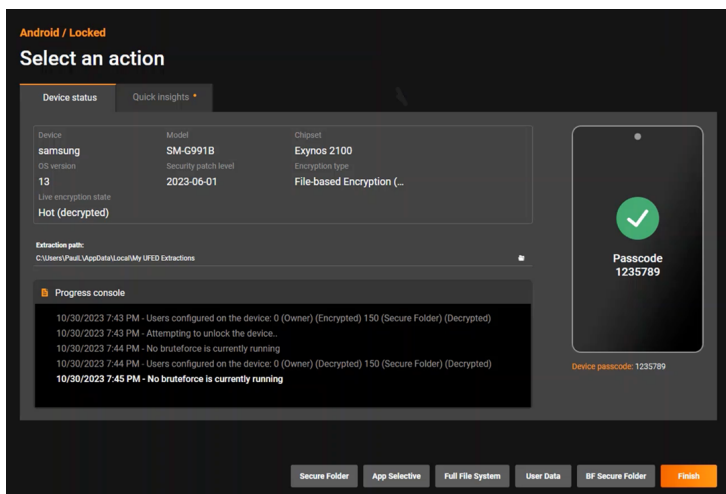
If you enter the passcode incorrectly, the pop-up is displayed again with an explanation and counter.



If you did not enter the correct passcode before the limit of attempts was reached, you will be redirected to the Home page to select the Locked flow option.



When you enter the correct passcode, the unlocked flow continues until access is gained to the device. The following screen is displayed, presenting you with the available extraction options.



3.2. Android Extraction Options

The state of the device and the encryption type determine which extraction is available.

The extraction of decryption keys takes places automatically when they are available. They are stored in the **/extras/** folder within the extraction. These keys are needed to decrypt encrypted applications within Physical Analyzer.

Option	Description
App Selective	You can selectively target specific installed applications on the device.
Physical	This extracts the entire memory range of the device which includes the full file system, user data and unallocated space. (FDE ONLY)
Full File System	Extracts all data from the active file system. This includes the /system/ location on the device and other locations. This INCLUDES the data that is available through User Data extraction.
User Data	Extracts all data from /data/ and /sdcard/ locations on the device. These locations hold most of the data that is of evidentiary value such as native and third-party app data and other user data.
Secure container extraction	Certain vendors have secure containers, Samsung Secure Folder, Huawei Private Space, Xiaomi Second Space and Realme Cloner.

4. iOS Flow

All modern iOS devices utilize File Based encryption (FBE). This means that you require the passcode to the device to get a decrypted extraction.

If the passcode is not known on the device, only limited amount of data would be available for extraction.

There are two primary access methods with iOS. AFU and BFU methods. With Inseyets Offline UFED, it automatically applies the proper access method to the device that is connected.

4.1. iOS Unlocked Flow

To start the unlocked flow, click **iOS**, then click **Unlocked**. Preparation of the adapter begins. When you are instructed, connect the iOS device to the adapter. As mentioned in the previous section, the method Inseyets Offline UFED uses in the Unlocked flow depends on the device characteristics.

When the adapter preparation is completed, Inseyets Offline UFED checks the characteristics of the device. If the device is one that uses the AFU method, you will be presented with certain instructions prior to advancing.

1. Reboot the device.
2. Unlock the device using the device passcode.
3. Through the Control Center, activate the portrait orientation lock, so that the iOS device will be locked in portrait orientation.
4. Enable USB Accessories (Settings -> Face ID & Passcode).
5. Connect the device (while it is still unlocked).

Please note



This method is for unlocked devices (device passcode is known or does not exist).

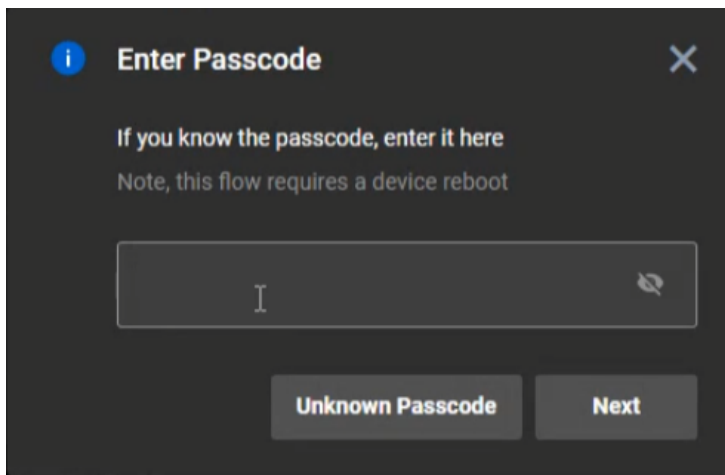
Follow the steps below:

1. Reboot the device.
2. Unlock the device using the device password.
3. Go to Settings (not the Control Center), disable WiFi and Bluetooth and enable Airplane Mode.
4. Activate Portrait Orientation lock.
5. Enable USB Accessories (Setting -> Face ID & Passcode)
6. Connect device (while it is still unlocked).

An additional reboot may be required during the process

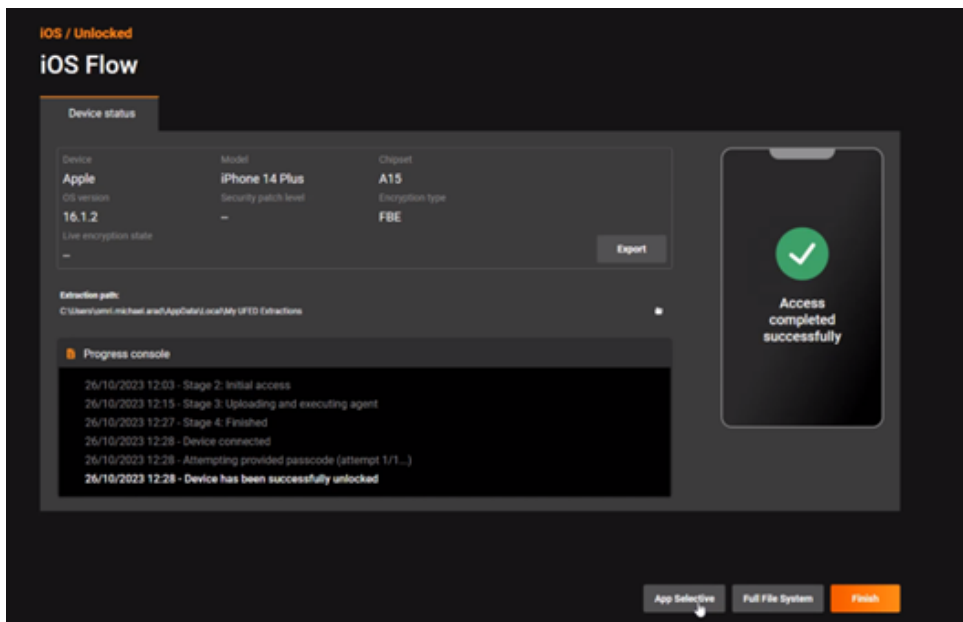
OK

You will be prompted to enter the passcode via the application.



The access process begins. There are several steps for the access process. It is important not to touch the device while this is taking place. This can take anywhere from 5 to 30 minutes.

Once access is gained, the extraction options will be presented.



If the device that you are attempting to access via the unlocked flow uses the BFU method, the options presented will be different.

Inseyets Offline UFED will detect that the device needs to use the BFU flow. This flow requires recovery and DFU (Device Firmware Upgrade) mode.

As part of the BFU flow the device needs to be put into recovery mode. This is an automatic step, but it might require manual intervention. You will be presented with instructions if the automated process does not work.

Attention

We were unable to automatically reboot the connected device into Recovery Mode.

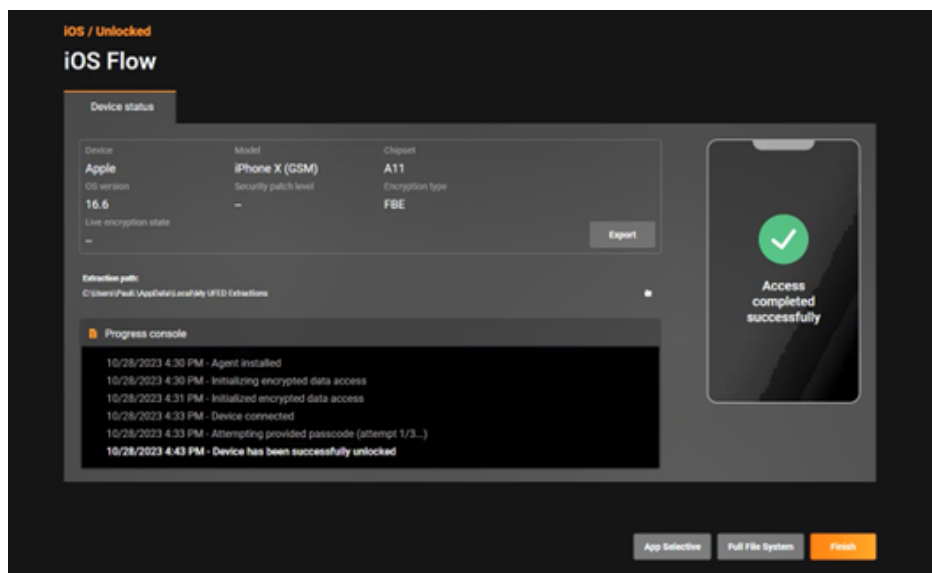
Follow the steps below to manually reboot the device into recovery mode:

1. Press and hold the Side button and one of the volume buttons until the power-off slider appears.
2. Drag the slider to turn off your device.
3. Connect your device to your computer while holding the Side button.
4. Keep holding the Side button until you see the recovery-mode screen.

The popup will automatically close once the device successfully enters recovery mode.

Like the recovery portion, the DFU has an automated process, but if it does not work, it will require manual intervention. You will be provided with instructions on entering DFU mode.

Once access is gained to the device, you will be presented with extraction options.



Selecting **Finish** will finalize the process and reboot the device.

4.2. iOS Extraction Options

Once access is gained to an iOS device, the ability to conduct an extraction is possible. The state of the device determines which type of extraction is available.

Some applications and data require decryption keys. This data is stored in the iOS Keychain and is available for extraction. It will be stored in the **/extras/** folder within the extraction zip file.

Extraction Type	Description	Keychain
BFU (Before First Unlock) Extraction	An extraction of the DE (Device Encrypted) storage. Most of the user data is not accessible, but some information can be found that can be valuable.	Partial
AFU (After First Unlock Extraction)	An extraction of a device that is in AFU state. An extraction of a device in AFU does not have: <ul style="list-style-type: none">» Significant Locations» Native iOS Mail» Health data	Partial
FFS (Full File System)	The extraction of the full active file system.	Full
Selective	Selective extraction based on application.	Full

5. UFED

If you need to perform logical extractions from devices such as SIM cards, mass storage devices, and drones, or use the Quick Copy and Camera features, or the extraction capabilities for older devices, click on **UFED** on the Home screen. From the UFED menu, select the option you need. For detailed information, refer to the *UFED 4PC User Manual*, available from MyCellebrite portal.



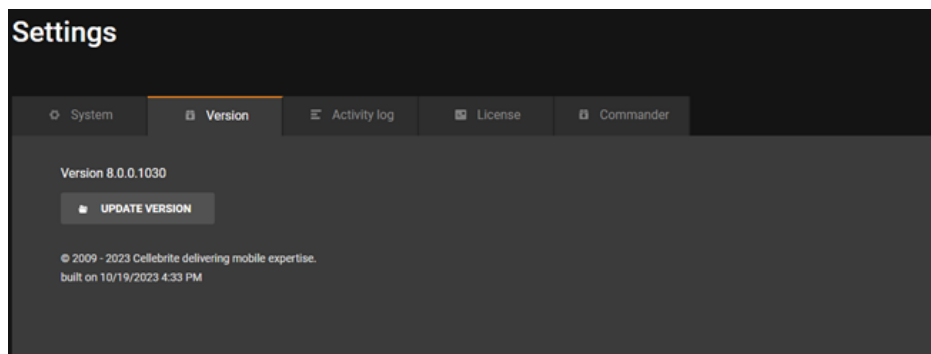
When using the UFED option – make sure the Turbo Link is not connected to the computer.

6. Upgrading

To use the latest Inseyets Offline UFED capabilities you must upgrade to the latest application version to use the latest resources.

The following upgrade methods are available:

- » **CPKG** - is an update package that is applied from within the application. To use the CPKG, go to **Settings > Version > UPDATE VERSION**.



- » **EXE** - is a stand-alone installer for the application.
- » Automatic updates from Commander or My Cellebrite.

To see the application version number of your Inseyets Offline UFED go to **Settings** screen > **Version** tab.

When a new application version is released, do the following:

1. Download the new Cellebrite Inseyets Offline UFED CPKG file to your computer.
2. On **Version** tab, click **UPDATE VERSION** and select the Cellebrite Inseyets Offline UFED CPKG file from where you downloaded it.

7. Settings

You can modify the Inseyets Offline UFED settings from the home screen. To open the settings, click the tools icon at the top right corner and select **Settings**.

The following setting tabs are provided:

- » **System** - allows you to configure several application settings such as the user interface language and extraction path
- » **Version** - displays the application version number and allows you to update the application
- » **Activity Log** - displays the activity log and allows you to export the log
- » **License** - displays the license information
- » **Commander** - allows you to configure the application to be managed by Cellebrite Commander

7.1. System Tab

The System tab allows you to adjust the following settings:

General settings

- » **Show case details** - Allows you to enter specific information about the case that will be added to the extraction information, for example, case number, crime type, and device owner.
- » **Enable collection summary report** - Provides a summary report from the extraction that includes items such as device information, device identifiers and characteristics, and device extraction time.
- » **Finish without rebooting (only Android)** - This feature allows to finalize an Android flow without rebooting a device. It will keep the device in AFU state.

Hash methods

Option to select one of the following hashing algorithms used to hash the extraction:

- » **SHA-256**
- » **MD5**

Logs

Option to select one of the following levels of logging:

- » **ULG Logs** - Used for debugging.
- » **Export Application Logs** - Button for exporting the application logs.

Language

Option for choosing the language of the application user interface.

Extraction path:

Option for specifying the default location of the extraction folder where extraction files will be saved. Click on the folder icon to select a folder. This can be changed later, and only sets the default location.

Usage Data

Allows Cellebrite to collect your usage data with the goal of improving the product. Only diagnostic telemetry data is collected, but no personal identifiers are included.

App Categorization

Allows users to import a downloaded application category list which can be used to categorize applications during a Selective by App extraction. This download can be found on MyCellebrite portal.

» DB file path:

This selects the file path for the database for App Categorization. It specifies the location from where App categorization database files can be imported. Click **BROWSE**. The Import categories DB file dialog opens. Click the folder icon to select the Data base files (*.db. Click **Open**. The path is displayed under **Path**. Click **Ok**.

7.2. Version Tabs

Displays the application version number and build date.

When a new application version is released, do the following:

1. Download the new Cellebrite CPKG file to your computer.
2. Click **UPDATE VERSION** and select the Cellebrite CPKG file from where you downloaded it.

7.3. Activity Log

This is where the activity log of the application is displayed. The log is reset with each update.

To delete the log, click **Clear**.

To export the log as a CSV file, click **Export**.

Activity log							
				Clear		Export	
Vendor	Model	Session Id	Transaction type	Start date	End date	Duration	Status
samsung	SM-G960F	c8a2c907beb547698126ffd8d2239d95	File system	19/09/2023 18:09	19/09/2023 18:26	00:17:25	Success
samsung	SM-G960F	d96d1edb00a4e3b8fe0470bc5bd4eb0	User data	19/09/2023 17:54	19/09/2023 18:07	00:13:06	Success
samsung	SM-G960F	3c29e3ca61594fa8b8afac8259a51b6	User data	19/09/2023 17:30	19/09/2023 17:43	00:13:23	Success
samsung	SM-G960F	85db7ded7efe493a84f9c81e89a23801	User data	19/09/2023 11:44	19/09/2023 11:57	00:13:05	Success
samsung	SM-G960F		Physical	10/09/2023 14:40	10/09/2023 16:25	01:44:22	Success

7.4. License Tab

This is where the license information is displayed. It does not list the remaining available credits. To view available actions, visit the MyCellebrite community portal.

7.5. Commander Tab

In this tab, you can configure Inseyets Offline UFED to be managed by Cellebrite Commander.

For instructions about connecting to Commander, see the *Cellebrite Commander User Manual*.

8. Support and Troubleshooting

The following sections guide you through issues you might have using Inseyets Offline UFED.

8.1. Supported Devices

The following sections describe how to check for supported devices.

8.1.1. From the Application

From the home screen of the application, you can query if a device is supported or not. It will show if the device has been successfully processed based on usage data. Only one entry per search is displayed. The full database is available on the MyCellebrite Community Portal.



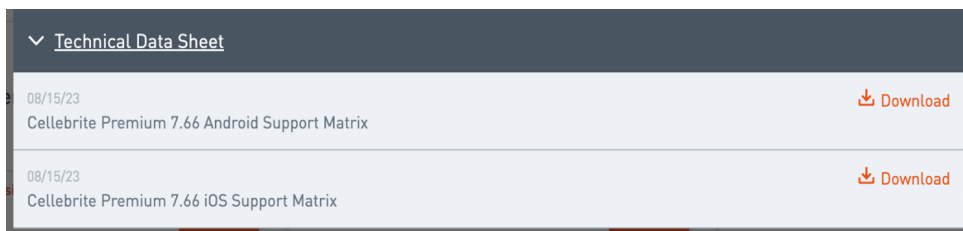
To use the inApp Supported device feature, you need to be connected to the Internet and Sharing Data with Cellebrite needs to be enabled.

8.1.2. From the MyCellebrite Community Portal

The full database of supported devices is available on the MyCellebrite Community Portal (<https://community.cellebrite.com/s/supported-device>). This can be found from the main page by clicking **Is your device supported**.

Search								
<input type="text" value="Search"/>		Device Vendor	Model	Chipset				
Device Vendor	Marketing Name	Device Model	Chipset	Device OS Version	Security Patch Level	Extraction Method	Last Reported Date	Pre Ver
Apple	N/A	iPhone 11 (N104AP)	A13	iOS 15.4 (19E241)		Brute-force	2023-11-02	7.6
Oppo	N/A	OPPO A52	SDM665	11	2023-02-01	User data	2023-11-03	7.6
Samsung	Galaxy A13 5G	SM-A136U	MT6833V/NZA	13.0	2023-06-01	Before first unlock (BFU)	2023-11-02	7.6
Samsung	Galaxy A71 5G	SM-A716U	LITO	11	2022-01-01	Brute-force	2023-11-01	7.6
Samsung	Galaxy S9+	SM-G965U	SDM845	9	2019-11-01	File system- secure folder	2023-11-03	7.6
Samsung	Galaxy S21 Ultra 5G	SM-G998U	SM8350	13.0	2023-10-01	User data	2023-11-02	7.6
Samsung	Galaxy S22 Ultra	SM-S908U	SM8450	13.0	2022-11-01	Before first unlock (BFU)	2023-11-02	7.6
Samsung	Galaxy S23	SM-S911U	SM8550	13.0	2023-10-01	File system- secure folder	2023-11-04	7.6
Tcl	TCL A3	A509DL	MT6765	11	2021-09-01	Brute-force	2023-10-31	7.6
Xiaomi	N/A	Redmi note 8 pro	MT6785	11	2021-10-01	User data	2023-11-04	7.6

Inseyets Offline UFED also has a support matrix for both iOS and Android. The iOS and Android Support Matrix is available for download from the MyCellebrite Community Portal. They can be found in the product download section under **Technical Data Sheet**.



8.2. Getting Support

There are several ways to obtain the assistance of the Technical Customer Support Team.

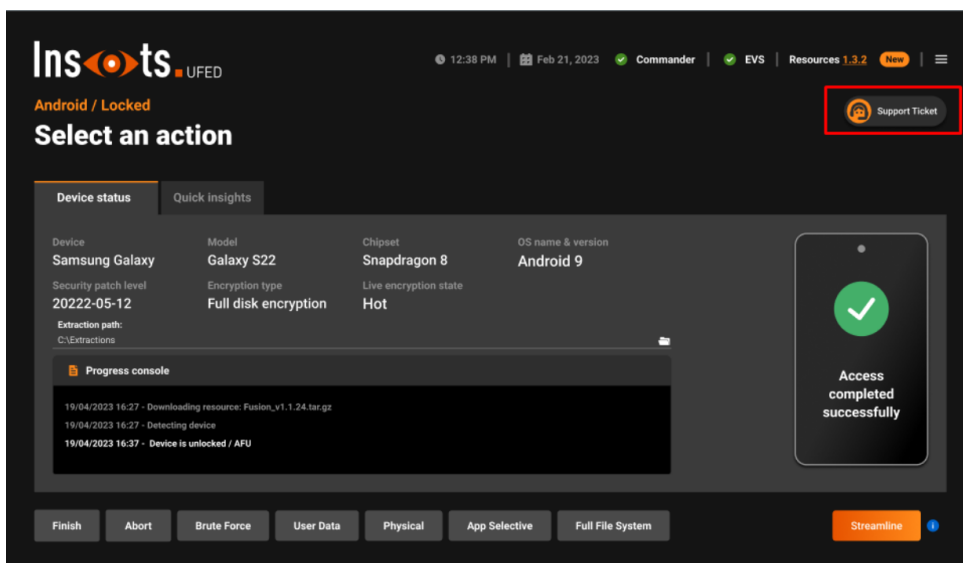
8.2.1. From the Application

8.2.1.1. Using the floating Support Ticket Button

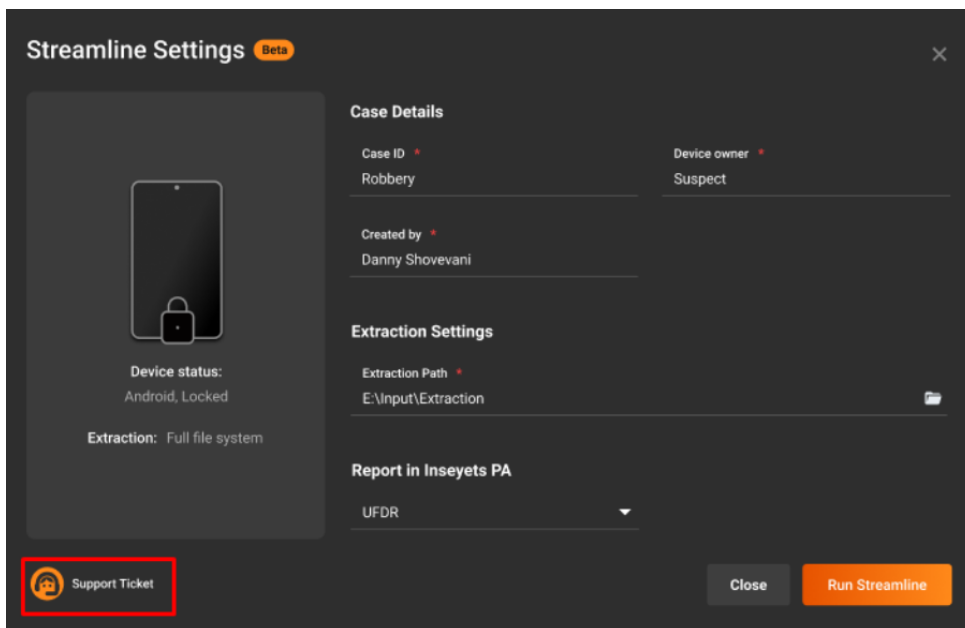
To ensure that contacting customer support is a streamlined and seamless experience, a floating Support Ticket button is provided, with the following features:

- » The button is always available from all main and pop-up screens.
- » Logs, which are often required for support, can be exported from all main and pop-up screens.

The Support Ticket button is available from any screen, as shown in the following sample screen, where it appears in the upper-right corner.



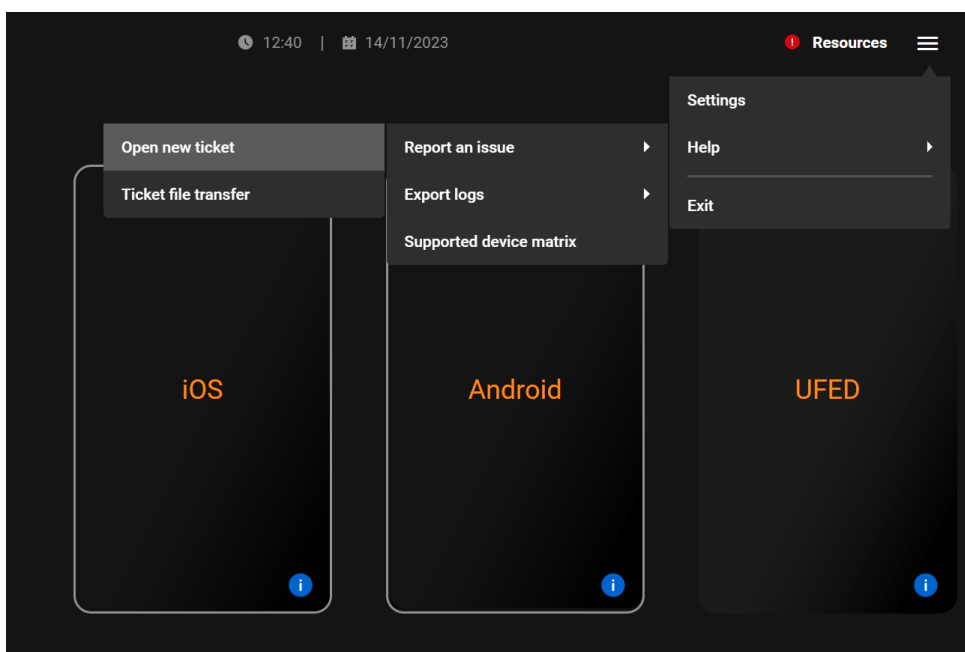
The Support Ticket button is also available from any dialog, as shown in the following sample screen, where it appears in the lower-left corner.



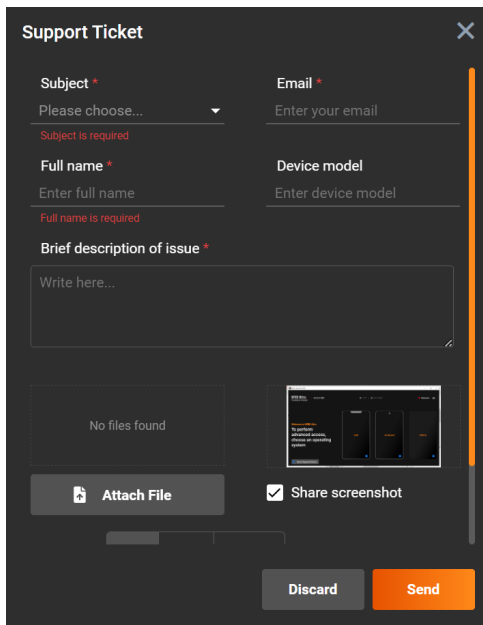
You have the option to attach the logs and screen shots to the support ticket, as described in the next section.

8.2.1.2. Using the Help Menu

You can create a support ticket from within the application by clicking the tools button in the top right corner and then selecting **Help > Report an issue > Open new ticket**.



You have the option to attach the logs and screen shots to the support ticket.

A screenshot of a 'Support Ticket' form. The form has a dark background with white text. It includes fields for 'Subject' (a dropdown menu with 'Please choose...' and a red error message 'Subject is required'), 'Email' (a text input with 'Enter your email'), 'Full name' (a text input with 'Enter full name' and a red error message 'Full name is required'), and 'Device model' (a text input with 'Enter device model'). There is a large text area for 'Brief description of issue' with a placeholder 'Write here...'. Below this, there is a section for attachments: 'No files found' and an 'Attach File' button. To the right of this is a 'Share screenshot' checkbox which is checked, and a small thumbnail image of a device screen. At the bottom, there are 'Discard' and 'Send' buttons. A close button (X) is in the top right corner.

8.2.2. Through the MyCellebrite Portal

You can create a support case by logging into the MyCellebrite portal, or chat live with a Technical Customer Support agent.

8.3. Exporting Logs

If Technical Customer Support requires application logs, you can export the application logs from the following locations:

- » The Settings menu. **Settings > System > Export Application Logs**
- » The Main menu. Click the **Tools** button in the top right corner > **Help > Export Logs**

You have the option to export **All logs**, which contain all the logs for the application, or **Last Session**, which only contain the logs for the last active session.

8.4. Turbo Link LED Indicators

The Turbo Link status is displayed by its LED indicator lights as shown in the table below:

LED	Indication	Description
STAT	Green	Adapter software is working properly.
	Purple	Adapter is booting.
	Yellow	Adapter is in recovery mode.
INFO	Green	Receiving commands.
	Red	Waiting for cheetah service connection.
	Yellow	Connection established, waiting for cheetah service commands.
ACT	Blue	Traffic in progress.